

**Division of Alcohol and Substance Abuse**

**and**

**Medical Assistance Administration**



**Chemical-Using  
Pregnant (CUP) Women  
Program**

**Billing Instructions**

**WAC 388-533-701 - WAC 388-533-730**

**August 2004**

## **About this publication**

**This publication supersedes all previous MAA Chemical-Using Pregnant (CUP) Women Program Billing Instructions.**

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## **What's new in this publication?**

MAA has revised language and added WAC citations due to the adoption of WAC 388-533-701-WAC 388-533-730. See Numbered Memorandum 04-xx MAA for details.

## **Additional Resource Material**

The information contained in this billing instruction serves as a guide to develop CUP Women program policies and procedures in the provider facility's program manuals, per WAC 388-533-0300. Additional resource material can be found in:

- DASA's "*Pregnant Women Chemical Dependency/Abuse Information Resource Guide*;"
- MAA's "*ABC's Of First Steps Manual*"; and
- The Department of Health's (DOH) "*Guidelines for Screening for Substance Abuse During Pregnancy*."

You can obtain information on the Maternal Substance Abuse Screening Initiative and Guidelines at the "Did You Ask?" web site at: [www.didyouask.org](http://www.didyouask.org).

# Table of Contents

---

<b>Important Contacts</b> .....	ii
<b>Definitions</b> .....	iv
 <b>Section A: About the Program</b>	
What is the purpose of the CUP Women program? .....	A.1
How is the CUP Women program different from other chemical dependency programs? .....	A.1
How are hospitals reimbursed for CUP Women services? .....	A.2
Where are CUP Women services provided? .....	A.2
Who may refer to the CUP Women program? .....	A.2
 <b>Section B: Client Eligibility</b>	
Who is eligible to receive CUP Women services? .....	B.1
Are clients enrolled in a Healthy Options managed care plan eligible for CUP Women services? .....	B.2
 <b>Section C: Coverage</b>	
What is covered? .....	C.1
What if the pregnancy ends before the client completes the CUP Women program? .....	C.3
Length of Treatment – Request for Extended Stay .....	C.3
 <b>Section D: Provider Requirements</b>	
Who is approved to provide CUP Women services? .....	D.1
Program Administration .....	D.2
Notifying Clients of Their Rights (Advance Directives) .....	D.2
 <b>Section E: Billing</b>	
How do I bill for CUP Women services? .....	E.1
How do I bill for physician/ARNP services? .....	E.3
What is the time limit for billing? .....	E.3
What fee should I bill MAA for eligible clients? .....	E.4
How do I bill for clients eligible for both Medicare and Medicaid? .....	E.5
Third-Party Liability .....	E.9
What records must be kept? .....	E.10
 <b>Section F: How to Complete the UB-92 Claim Form</b>	
Instructions .....	F.1
Sample UB-92 Claim Form .....	F.6
Sample Medicare Part A/Medicaid Crossover UB-92 Claim Form .....	F.7

# Important Contacts

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A provider may use MAA's toll-free lines for questions regarding its programs; however, MAA's response is based solely on the information provided to the [MAA] representative at the time of the call or inquiry, and in no way exempts a provider from following the rules and regulations that govern MAA's programs.  
[WAC 388-502-0020(2)].

## **Who do I contact about payments, denials, general questions regarding claims processing, or Healthy Options?**

**Provider Relations Unit**  
(800) 562-6188

## **Who do I contact if I'm interested in becoming a CUP Women program provider or have questions regarding CUP Women program policy?**

**Sue Green, Division of Alcohol and Substance Abuse (DASA)**  
(360) 438-8087

**Todd Slettvet, MAA**  
(360) 725-1626

## **Where do I send my claims?**

Division of Program Support  
PO Box 9247  
Olympia WA 98507-9247

## **Who do I contact if I want to request an extended stay?**

**Todd Slettvet, MAA CUP Women Program Manager**  
Division of Program Support  
Family Services Section  
PO Box 45530  
Olympia, WA 98504-5530  
[sletttd@dshs.wa.gov](mailto:sletttd@dshs.wa.gov)  
(360) 725-1626

## **Where do I call/look if I have questions regarding...**

**Policy, payments, denials, or general questions regarding claims processing, or MAA Managed Care?**

**Provider Relations Unit**  
(800) 562-6188  
<http://maa.dshs.wa.gov/provrel>

**Private insurance or third-party liability, other than MAA Managed Care?**

**Coordination of Benefits Section**  
(800) 562-6136

## **Internet Billing (Electronic Claims Submission)?**

**EDI Gateway**  
<http://www.acs-gcro.com/>  
Select *Medicaid*, then *Washington State*

**All other HIPAA transactions**  
<https://wamedweb.acs-inc.com/>

To use HIPAA Transactions and/or EDI Gateway, enroll with ACS EDI Gateway Phone: (800) 833-2051 (toll free).

**How do I obtain copies of billing instructions or numbered memoranda?**

**Check out our web site at:**

<http://maa.dshs.wa.gov>

**-or-**

**Check out the Department of Printing's web site at:**

<http://www.prt.wa.gov/> (click on "General Store")

# Definitions

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**This section defines terms and acronyms used throughout these billing instructions.**

**Alcohol & Drug Addiction Treatment & Support Act (ADATSA)** - A state program which funds medical and treatment services for persons who are incapable of gainful employment due to alcohol or other drug addiction.

**Alcohol and Substance Abuse, Division of (DASA)** - The division within the Department of Social and Health Services that has lead responsibility for addressing services for chemically addicted persons, including pregnant women. DASA certifies and monitors alcohol and drug treatment facilities in the state.

**Chemical-Using Pregnant (CUP) Women Program** – The CUP Women program is a Medicaid-funded, hospital-based, intensive detoxification and medical stabilization program for alcohol or drug using/dependent pregnant women and their exposed fetuses.

**Client** - An applicant for, or recipient of, a DSHS medical care program.

**Community Services Office(s) (CSO)** - An office of the department that administers social and health services at the community level. [WAC 388-500-0005]

**Core Provider Agreement** - The basic contract that MAA holds with providers serving MAA clients. The provider agreement outlines and defines terms of participation in Medical Assistance Administration programs.

**Department** - The state Department of Social and Health Services [DSHS]. [WAC 388-500-0005]

**Detoxification** - Care and treatment in a residential or hospital setting of persons intoxicated or incapacitated by alcohol or other drugs during the period in which the person is recovering from the transitory effects of intoxicification or withdrawal. Acute detoxification provides medical care and physician supervision; subacute detoxification is non-medical.

**Explanation of Benefits (EOB)** - A coded message on the Medical Assistance Remittance and Status Report that gives detailed information about the claim associated with that report.

**Explanation of Medicare Benefits (EOMB)** - A federal report generated for Medicare providers displaying transaction information regarding Medicare claims processing and payments.

**Hospital-Based Medical Stabilization** - Medical hospital inpatient care to medically manage the acute detoxification and medical stabilization of a pregnant woman and her fetus.

**Intensive Inpatient Treatment-** Nonhospital, DASA-certified facilities for sub-acute/detoxified patients focused on primary chemical dependency services in residential or outpatient settings.

## Chemical-Using Pregnant (CUP) Women Program

**Managed Care** - A prepaid comprehensive system of medical and health care delivery including preventive, primary, specialty, and ancillary health services. [WAC 388-538-050]

**Maximum Allowable** - The maximum dollar amount that a provider may be reimbursed by MAA for specific services, supplies, or equipment.

**Medicaid** - The state and federally-funded aid program that covers the Categorically Needy (CNP) and Medically Needy (MNP) programs.

**Medical Assistance Administration (MAA)** - The administrations within DSHS authorized by the secretary to administer the acute care portion of the Title XIX Medicaid, Title XXI Children's Health Insurance Program (CHIP), and the state-funded medical care programs, with the exception of certain non-medical services for persons with chronic disabilities.

**Medically Necessary** - A term for describing [a] requested service which is reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the client that endanger life, or cause suffering or pain, or result in an illness or infirmity, or threaten to cause or aggravate a handicap, or cause physical deformity or malfunction. There is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the client requesting the service. For the purpose of this section, "course of treatment" may include mere observation or, where appropriate, no treatment at all. [WAC 388-500-005]

**Medical Identification card** - Medical Identification cards are the forms DSHS uses to identify clients of medical programs. These cards are good only for the dates printed on them. Clients will receive a Medical Identification card in the mail each month they are eligible. These cards are also known as DSHS Medical ID cards or medical coupons and were formerly called MAID cards.

**Patient Identification Code (PIC)** - An alphanumeric code that is assigned to each MAA client consisting of:

- First and middle initials (a dash (-) must be entered if the middle initial is not indicated).
- Six-digit birthdate, consisting of numerals only (MMDDYY).
- First five letters of the last name (and spaces if the name is fewer than five letters).
- Alpha or numeric character (tiebreaker).

**Provider or Provider of Service** - An institution, agency, or person:

- Who has a signed agreement [Core Provider] with the department to furnish medical care, goods, and/or services to clients; and
- Is eligible to receive payment from the department. [WAC 388-500-0005]

**Rehabilitation Services** - Hospital-based intensive inpatient substance abuse treatment, medical care, and assessment and linkages.

**Remittance and Status Report (RA)** - A report produced by MAA's claims processing system (known as the Medicaid Management Information System or MMIS) that provides detailed information concerning submitted claims and other financial transactions.

**Third Party** - Any entity that is or may be liable to pay all or part of the medical cost of care of a medical program client.  
[WAC 388-500-0005]

**Usual and Customary Fee** - The rate that may be billed to the department for a certain service or equipment. This rate *may not exceed*:

- The usual and customary charge that you bill the general public for the same services; or
- If the general public is not served, the rate normally offered to other contractors for the same services.

**Washington Administrative Code (WAC)** - Codified rules of the state of Washington.

# About the Program

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## What is the purpose of the CUP Women program?

[Refer to WAC 388-533-701]

The intent of the CUP Women program is to:

- Reduce harm to a mother and her fetus who need medical stabilization for obstetric and perinatal complications often present in chemically-dependent pregnant women; and
- Provide all of the following services in one setting to improve the health of the woman and the fetus:
  - ✓ Immediate access to care;
  - ✓ Medical detoxification/stabilization; and
  - ✓ Chemical dependency treatment

The CUP Women program is designed to change the behavior of pregnant women and improve birth outcomes. Chemical-using pregnant women are high-risk for medical complications and often resistant to change. However, during pregnancy, they are more likely to accept treatment and successfully change their behavior. Substance abuse remains one of the most overlooked obstetric complicating factors during prenatal care. Prenatal substance abuse screening, treatment, and medical care should be initiated as early as possible during pregnancy.

## How is the CUP Women program different from other chemical dependency programs?

The CUP Women program is the only program that offers all of the following services in a hospital setting:

- Acute, medical detoxification;
- Stabilization;
- Medical; and
- Chemical dependency treatment.



**Note:** The CUP Women program is reimbursed by MAA, not by DASA or any other county-based program.

This acute level of care does not exist in other intensive inpatient treatment facilities. Due to the potential for serious health risks when detoxifying a chemical-using pregnant woman and fetus, acute medical services must be present. Once the client is medically stabilized, chemical dependency treatment begins.

## **Chemical-Using Pregnant (CUP) Women Program**

The CUP Women program is an entry point into a larger care continuum. When a pregnant woman is ready to enter treatment, the ability to place her quickly into a safe environment is critical. A number of intervention and referral sources exist in community, medical, and treatment agencies. Often, several providers are linked in motivating the same pregnant woman to access care. Other substance abuse treatment programs exist for pregnant women that can be served in a non-hospital based setting. These intensive inpatient treatment models such as social detoxification, outpatient services, or residential facilities, often link with prenatal care providers, but are not equipped to meet the acute medical needs associated with these high-risk pregnancies. The CUP Women program is a unique partnership between many multidisciplinary providers. The program provides immediate access to care by removing the barriers of a prerequisite ADATSA referral, Medicaid eligibility, or limited referral source existing in other programs.

### **How are hospitals reimbursed for CUP Women services?**

Hospitals are reimbursed through the ratio of costs to charges (RCC) method by MAA. Ancillary (e.g., lab, pharmacy, etc.) charges related to the CUP Women stay may be billed on the same claim with the CUP Women services. Charges for delivery, premature labor, or any another acute medical inpatient stay must be billed on a separate claim form. There is no separate funding or approval required from DASA chemical dependency programs for CUP Women program reimbursement.

### **Where are CUP Women services provided?**

CUP Women services are provided at acute care hospital-based inpatient facilities approved by the Medical Assistance Administration (MAA) and the Division of Alcohol and Substance Abuse (DASA). MAA does not cover CUP Women services provided out-of-state.

### **Who may refer to the CUP Women program?**

Referrals to the CUP Women program may include, but are not limited to:

- The client or family member;
- A local substance abuse outreach program;
- A First Steps Provider;
- A First Steps Social Worker;
- The Children's Services Division;
- A Medical provider; or
- DASA-certified agencies.

The CUP Women hospital facility coordinates with all agencies that provide services to a referred client.

# Client Eligibility

## Who is eligible to receive CUP Women services?

[Refer to WAC 388-533-0710 (1)]

Adult and adolescent women are eligible for CUP Women services if they are:

- Pregnant;
- Have a medical need (including observation or monitoring);
- Have a substance abuse history and are screened “at risk”;
- Have a current DSHS Medical Identification (ID) card (or have a pending application for one) with one of the program identifiers in the table below:



**Note:** If a CUP woman is not currently a Medicaid client, initiate a Medicaid application within five days of admission. If a client has not had a chemical dependency assessment **completed by a chemical dependency professional**, contact the ADATSA Assessment Center DASA 24-Hour Help Line at 1-800-562-1240 (or the local number of the Center, if known) within the initial five-day period. If a client is not eligible for the CUP Women program, refer them to the local chemical dependency center, or call the 24-hour DASA Help Line for local resources at 1-800-562-1240.

Medical Identification Card Program Identifier	Medical Program
CNP	Categorically Needy Program
CNP CHIP	Categorically Needy Program - Children’s Health Insurance Program
CNP QMB	Categorically Needy Program - Qualified <b>Medicare</b> Beneficiary
LCP MNP	Limited Casualty Program – Medically Needy Program



**Note:** If a client is not pregnant at admission, she is not eligible for CUP Women services. Clients with Medical ID cards with the three- or five-day DETOX ONLY section completed are NOT eligible for CUP Women services. Three- to five-day detoxification is funded at the county level and contains no medical component.  
[Refer to WAC 388-533-0710(3)]

## Are clients enrolled in an MAA managed care plan eligible for CUP Women services? [Refer to WAC 388-533-0710 (2)]

Yes! Clients enrolled in an MAA managed care plan, except for Washington Medicaid Integration Partnership clients, may receive CUP services outside their plan. CUP services must be billed directly to MAA and are paid through the fee-for-service system. If the client delivers during the 26-day stay, or during an approved extension, then delivery and newborn care must be billed fee-for-service. Coverage and billing guidelines found in these billing instructions apply to managed care clients as well as fee-for-service. Bill MAA directly.

Clients who are enrolled in managed care will have an “HMO” identifier in the HMO column on their DSHS Medical ID cards.

# Coverage

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## What is covered? [Refer to WAC 388-533-0730 (1)-(3)]

The maximum length of treatment per inpatient stay that MAA will pay for is 26 days. Often, medical episodes, long-term substance abuse, resistance to treatment, or other factors slow treatment progression. An approval for extended days may be requested (see page C.4).

MAA pays for the following covered services **provided to** a pregnant client and her fetus under the CUP Women program:

- **Acute Detoxification/Medical Stabilization/Rehabilitation Services**
  - ✓ **Primary Acute Detoxification/Medical Stabilization** - approximately 3-5 days.
  - ✓ **Secondary Sub-Acute Detoxification/Medical Stabilization** - approximately 7-10 days.
  - ✓ **Rehabilitation/Treatment** - remainder of stay may include the following:
    - Assessment for ongoing treatment/clean and sober housing;
    - Referrals and linkage to all providers and case managers;
    - Chemical dependency education;
    - Ongoing medical attention including obstetrical appointments;
    - Ultrasounds or medical services;
    - Methadone maintenance when appropriate;
    - Reintegration/reentry into the community;
    - Ongoing treatment if need assessed;
    - Referrals as appropriate;
    - Partial hospitalization/day treatment; and
    - Outpatient services.
  - ✓ **Other Services** - In addition to the core services of detoxification, medical stabilization, and rehabilitation, other services **may** include, but are not limited to:
    - Medical nutrition therapy;
    - Childbirth preparation & delivery;

## Chemical-Using Pregnant (CUP) Women Program

- Art and movement therapy;
- Drug education and awareness for family;
- Self-reliance education;
- Parenting education in the care of alcohol/drug-affected infants;
- Family dynamics education;
- Vocational counseling;
- Psychological counseling;
- Psychotherapy and group therapy;
- Life skills, including use of Medicaid transportation and First Steps childcare;
- Financial management;
- Household management;
- Physical appearance consultation; and
- Day Treatment - Outpatient Treatment.



**Note:** In the event that needed services are not available on site, refer clients to applicable community services. In these situations, the client remains an inpatient and is not discharged and then re-admitted to the CUP Women program. Often a case manager or attendant escorts the client off-site or the service visit occurs at the hospital.

- **Transportation Services**

CUP Women services include the use of Medicaid-funded transportation to and from medical services while the woman is an inpatient at the CUP Women facility.

Clients sometimes travel to see an established provider and require an attendant away from the hospital. MAA's Transportation Services program has contracted brokers who **cover** the transportation of the client and an attendant.

**For further information regarding MAA's Transportation Services program:**

**Access the Transportation Services website at:**

<http://maa.dshs.wa.gov/transportation>

**or call:**

(800) 562-3022

- **Interpreter Services**

CUP Women services include the use of interpreter services.

**MAA covers:** Interpreter services for the client during a medical appointment.

**DASA covers:** Interpreter services requested by a chemical dependency provider/ ADATSA center.

For further information regarding MAA's Interpreter Services program access the Interpreter Services website at:  
<http://maa.dshs.wa.gov/interpreterservices>

### **What if the pregnancy ends before the client completes the CUP Women program? [Refer to WAC 388-533-730 (4)]**

If the pregnancy ends before completing the CUP Women program, regardless of the reason, providers may continue a client's treatment if recommended by the treatment planner. If a less restrictive alternative treatment option is more appropriate, refer the client to the best setting. Whenever appropriate, make every effort to keep the mother and child together.

### **Length of Treatment – Request for Extended Stay**

The maximum length of treatment, without approval for extended stay, is 26 days. There is no minimum length of stay. If an extended stay is needed, a request must be made to MAA (see *Important Contacts*). MAA may approve additional days, when justified.

Determine if the length of treatment may need to be extended by examining the:

- Needs of the individual;
- Progress made;
- Medical status; and
- Individualized treatment plan.

## **Chemical-Using Pregnant (CUP) Women Program**

When requesting additional days, include the following in your verbal or written request to the MAA CUP Women Program Manager (see *Important Contacts* section):

- Client's patient identification code (PIC);
- Date of admit;
- Number of additional days needed;
- Hospital's name and address; and
- Justification of need for additional days.

After an extended stay request is received, the MAA CUP Women Program Manager will review the request and send a written decision to the provider.

# Provider Requirements

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## Who is approved to provide CUP Women services?

[Refer to WAC 388-533-720 (1)]

MAA pays only those providers who:

- Have been approved by MAA to provide CUP Women program services;
- Have been certified as chemical dependency service providers by the Division of Alcohol & Substance Abuse (DASA) as described in Chapter 388-805 WAC;
- Meet hospital standards as prescribed by the Joint Commission on Accreditation of Healthcare Organization (JCACHO).
- Meet the general provider requirements in Chapter 388-502 WAC; and
- Are not licensed as an Institution for Mental Disease (IMD) under Centers for Medicare and Medicaid (CMS) criteria.

## Program Administration [Refer to WAC 388-533-720 (2)]

Chemical-using pregnant (CUP) women program service providers must:

- Report any changes in their certification, level of care, or program operation to the MAA CUP Women Program Manager (see *Important Contacts* section). Prior to providing CUP Women services, you must submit your program application to, and receive approval from, DASA and MAA;
- Have written policies and procedures that include a working statement describing the purpose and methods of treatment for chemical-using/abusing pregnant women;
- Provide guidelines and resources for current medical treatment methods by specific drug and or alcohol type;
- Have linkages with state and community providers to ensure a working knowledge exists of current medical and substance abuse resources; and

## Chemical-Using Pregnant (CUP) Women Program

- Ensure that a chemical dependency assessment of the client has been completed:
  - ✓ By a chemical dependency professional as defined in chapter 246-811 WAC;
  - ✓ Using the latest criteria of the American Society of Addiction Medicine (ASAM) which may include:
    - Pregnancy, post-pregnancy, and parenting status;
    - Number of children, custody status, residence, and visitation schedule;
    - History of Child Protective Service intervention;
    - History of death or loss of children;
    - Childcare needs;
    - Family Planning practices and needs;
    - Suicidal/homicidal ideation;
    - Domestic violence history;
    - Sexual assault history;
    - Ongoing mental health needs;
    - Current and past history of chemical use during pregnancy;
    - Previous pregnancy prenatal care;
    - Relationship addiction;
    - Family dynamics;
    - Family reunification plans;
    - Living situation/housing;
    - Legal issues; and
    - Eating disorders; and
  - ✓ No earlier than six months before, and no later than five days after, the client's admission to the CUP Women program.

## Notifying Clients of Their Rights (Advance Directives) (42 CFR, Subpart I)

All Medicare-Medicaid certified hospitals, nursing facilities, home health agencies, personal care service agencies, hospices, and managed health care organizations are federally mandated to give **all adult clients** written information about their rights, under state law, to make their own health care decisions.

Clients have the right to:

- Accept or refuse medical treatment;
- Make decisions concerning their own medical care; and
- Formulate an advance directive, such as a living will or durable power of attorney, for their health care.

# Billing

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## How do I bill for CUP Women services?

Use the UB-92 claim form to bill the hospital-based intensive CUP Women services provided to the client. Follow these guidelines when billing:

1. In order to facilitate processing of claims under this program, **MAA has established a daily room and board revenue code. The revenue code is 129.** This revenue code is used for the entire CUP stay. You must indicate this revenue code *in form locator 51* of the UB-92. MAA reimburses for daily room rate charges only with this revenue code.



**Note:** For stays that exceed 26 days, bill:

- Hardcopy by attaching a copy of the MAA written approval for extended stay with the claim;
- Electronically by entering the date of approval and dates of service approved in the **Remarks** Field.

2. All claims for CUP Women services need a primary diagnosis code related to pregnancy and a secondary diagnosis code related to alcohol or drug abuse. You must use the following ICD-9-CM diagnosis codes when billing MAA for these services:
  - a) Primary diagnosis: 648.33 (drug dependency - antepartum) or 648.34 (drug dependency – postpartum); and
  - b) Secondary diagnosis: choose the appropriate alcohol or drug abuse diagnosis code(s) from among codes 303 through 304.9.
3. For any other (ancillary) revenue codes, refer to MAA's Inpatient Hospital Billing Instructions.

## Chemical-Using Pregnant (CUP) Women Program

4. When inpatient hospital acute detoxification and medical stabilization services are 24 hours or less, you must bill these services as a short stay on an outpatient claim.

Inpatient hospitals should use their regular provider number and follow MAA's *Inpatient Hospital Billing Instructions* to bill non-DRG claims. **Do not** use the provider number issued for three-day or five-day detoxification programs, as these are different programs and funded through the county.

MAA reimburses the hospital a percentage of **allowed charges** for these services. CUP Women services are exempt from DRG reimbursement methodology. Reimbursement is based on the hospital's ratio of cost-to-charges (RCC) rate and usual and customary fee.

## How do I bill for physician/ARNP services?

Physicians, physician's assistants-certified (PACs), and advanced registered nurse practitioners (ARNPs) may provide inpatient hospital medical services during the CUP Women stay. To bill MAA, use the Current Procedural Technology (CPT™) code from MAA's Physician-Related Services (RBRVS) Billing Instructions that most closely describes the service actually provided (CPT codes 99221 through 99238, and/or 99431 and 99433).

Use the HCFA-1500 claim form when billing for physician/ARNP services.

Physicians and ARNPs may provide continuation of medical services to pregnant clients on an outpatient basis separate from the CUP Women Program. To bill MAA in this instance, use the CPT code from MAA's Physician-Related Services (RBRVS) Billing Instructions (CPT codes 99201 through 99215), that most closely describes the service provided.

You must use the following ICD-9-CM diagnosis codes when billing MAA for these services:

- Primary diagnosis: 648.33 (drug dependency - antepartum) or 648.34 (drug dependency – postpartum); and
- Secondary diagnosis: choose the appropriate alcohol or drug abuse diagnosis code(s) from among codes 303 through 304.9.

## What is the time limit for billing? [Refer to WAC 388-502-0150]

MAA requires providers to submit an initial claim, be assigned an internal control number (ICN), and adjust all claims in a timely manner. MAA has two timeliness standards: 1) for initial claims; and 2) for resubmitted claims.

- **Initial Claims**

- ✓ MAA requires providers to obtain an ICN for an **initial claim** within 365 days from any of the following:
  - The date the provider furnishes the service to the eligible client;
  - The date a final fair hearing decision is entered that impacts the particular claim;
  - The date a court orders MAA to cover the services; or

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## Chemical-Using Pregnant (CUP) Women Program

- ✓ The date DSHS certifies a client eligible under delayed<sup>1</sup> certification criteria. MAA may grant exceptions to the 365 day time limit for initial claims when billing delays are caused by either of the following:
  - DSHS certification of a client for a retroactive<sup>2</sup> period; or
  - The provider proves to MAA's satisfaction that there are other extenuating circumstances.

- **Resubmitted Claims**

Providers may **resubmit, modify, or adjust** any timely initial claim, except prescription drug claims, for a period of 36 months from the date of service. Prescription drug claims must be resubmitted, modified, or adjusted within 15 months from the date of service.



**Note:** MAA does not accept any claim for resubmission, modification, or adjustment after the designated time period listed above.

- The designated time periods do not apply to overpayments that the provider must refund to DSHS. After the designated time periods, a provider may not refund overpayments to MAA by claim adjustment. The provider must refund overpayments to MAA by a negotiable financial instrument, such as a bank check.
- The provider, or any agent of the provider, must not bill a client or a client's estate when:
  - ✓ The provider fails to meet these listed requirements; and
  - ✓ MAA does not pay the claim. (See WAC 388-502-0160 for more information.)

## What fee should I bill MAA for eligible clients?

Bill MAA your usual and customary fee.

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<sup>1</sup> **Delayed Certification** - According to WAC 388-500-0005, delayed certification means department approval of a person's eligibility for a covered service made after the established application processing time limits. If, due to delayed certification, the client becomes eligible for a covered service that has already been provided, **the provider must not bill, demand, collect, or accept payment from the client or anyone on the client's behalf and then bill MAA for the service; and must promptly refund** the total payment received from the client or anyone acting on the client's behalf and then bill MAA for the service.

**Eligibility Established After Date of Service but Within the Same Month** - If the client becomes eligible for a covered service that has already been provided because the client applied to the department for medical services later in the same month the service was provided (and is made eligible from the first day of the month), **the provider must not bill, demand, collect, or accept payment from the client or anyone acting on the client's behalf for the service; and must promptly refund** the total payment received from the client or anyone acting on the client's behalf and then bill MAA for the service.

<sup>2</sup> **Retroactive Certification** - According to WAC 388-500-0005, retroactive period means the three calendar months before the month of application (month in which client applied). If, due to retroactive certification, the client becomes eligible for a covered service that has already been provided, **the provider must not bill, demand, collect, or accept payment from the client or anyone acting on the client's behalf for any unpaid charges for the service; and may refund** any payment already received from the client or anyone acting on the client's behalf, and after refunding the payment, the provider may bill MAA for the service.

## How do I bill for clients who are eligible for both Medicare and Medicaid?

If a client is eligible for both Medicare and Medical Assistance (otherwise known as “dually-eligible”), **you must first submit a claim to Medicare and accept assignment within Medicare’s time limitations.** MAA may make an additional payment after Medicare reimburses you.

- If Medicare pays the claim, the provider must bill MAA within six months of the date Medicare processes the claim.
- If Medicare denies payment of the claim, MAA requires the provider to meet MAA’s initial 365-day requirement for initial claim (see page E.3).
- Codes billed to MAA must match codes billed to Medicare when billed as a Medicare Part B crossover claim.

### Medicare Part A

Medicare Part A is a health insurance program for:

- Individuals who are 65 years of age and older;
- Certain individuals with disabilities (under 65 years of age); or
- Individuals with End-Stage Renal Disease (permanent kidney failure requiring dialysis or transplant).

Medicare Part A helps individuals pay for hospital stays, skilled nursing facilities, hospice and some home health care. Check the client’s red, white and blue Medicare card for the words “Part A (hospital insurance)” in the lower left corner of the card to determine if they have Medicare Part A coverage. Under Part A, Medicare will pay its allowed charges, minus any deductible and/or coinsurance, when appropriate.

Effective April 1, 1999, payments for services rendered to Qualified Medicare Beneficiaries (QMBs) is limited to the Medicare payment if the Medicare payment exceeds the amount MAA would pay for the same service (whether normally DRG or RCC reimbursed) had the service been reimbursed under the ratio of costs-to-charges (RCC) payment method.

### When billing Medicare:

- Indicate *Medical Assistance* and include the patient identification code (PIC) on the claim form as shown on the Medical Identification card. Enter the Medical Assistance provider number.
- Accept assignment.
- If Medicare has allowed the service, in most cases Medicare will forward the claim to MAA. MAA then processes your claim for any supplemental payments.
- If Medicare does not forward your claim to MAA **within 30 days** from its statement date, send the UB-92 claim form and a copy of the Part A Explanation of Medical Benefits (EOMB) to MAA for processing.
- When Part A services are totally disallowed by Medicare but are covered by MAA, bill MAA on the UB-92 claim form and attach copies of Medicare's EOMB with the denial reasons.



#### Note:

- ✓ Medicare/Medical Assistance billing claims must be received by MAA within six (6) months of Medicare's EOMB paid date.
- ✓ A Medicare Remittance Notice or EOMB must be attached to each claim.

## QMB (Qualified Medicare Beneficiaries) Program Limitations:

### QMB with CNP (Qualified Medicare Beneficiaries with Categorically Needy Program)

(Clients who have CNP identifiers on their Medical Identification card in addition to QMB)

- If Medicare **and** Medicaid cover the service, MAA will pay only the deductible and/or coinsurance up to Medicare or Medicaid's allowed amount, whichever is less.
- If only Medicare **and not Medicaid** covers the service, MAA will pay only the deductible and/or coinsurance up to Medicare's allowed amount.
- If Medicaid covers the service and Medicare does not cover the service, MAA will reimburse for the service.

## Medicare Part B

Benefits covered under Part B include: **Physician, outpatient hospital services, home health, durable medical equipment, and other medical services and supplies** not covered under Part A.

When the words *"This information is being sent to either a private insurer or Medicaid fiscal agent,"* appear on your Medicare remittance notice, it means that your claim has been forwarded to MAA or a private insurer for deductible and/or coinsurance processing.

If you have received a payment or denial from Medicare, but it does not appear on your MAA Remittance and Status Report (RA) within 45 days from Medicare's statement date, you should bill MAA directly.

- If Medicare has made payment, and there is a balance due from MAA, you must submit a HCFA-1500 claim form (with the "XO" indicator in field 19). Bill only those lines Medicare paid. Do not submit paid lines with denied lines. This could cause a delay in payment or a denial.
- If Medicare denies services, but MAA covers them, you must bill on a HCFA-1500 claim form (without the "XO" indicator in field 19). Bill only those lines Medicare denied. Do not submit denied lines with paid lines. This could cause a delay in payment or a denial.
- If Medicare denies a service that requires prior authorization by MAA, MAA will waive the prior authorization requirement but will still require authorization. Authorization or denial of your request will be based upon medical necessity.

## Payment Methodology – Part B

- MMIS compares MAA's allowed amount to Medicare's allowed amount and selects the lesser of the two. (If there is no MAA allowed amount, we use Medicare's allowed amount.)
- Medicare's payment is deducted from the amount selected above.
- If there is *no* balance due, the claim is denied because Medicare's payment exceeds MAA's allowable.
- If there *is* a balance due, payment is made towards the deductible and/or coinsurance up to MAA's maximum allowable.

## Chemical-Using Pregnant (CUP) Women Program

MAA cannot make direct payments to clients to cover the deductible and/or coinsurance amount of Part B Medicare. MAA *can* pay these costs to the provider on behalf of the client when:

- 1) The provider accepts assignment; and
- 2) The total combined reimbursement to the provider from Medicare and Medicaid does not exceed Medicare or Medicaid's allowed amount, whichever is less.



### **Note:**

- ✓ Medicare/Medical Assistance billing claims must be received by MAA within six (6) months of the Medicare EOMB paid date.
- ✓ A Medicare Remittance Notice or EOMB must be attached to each claim.

## Third-Party Liability

The Medical Assistance Administration (MAA) is required by federal regulation to determine the liability of third-party resources that are available to MAA clients. All resources available to the client that are applicable to the costs of medical care must be used. Once the applicable resources are applied, MAA may make payment on the balance if the third-party payment is less than the allowed amount.

To be eligible for MAA programs, clients must assign their insurance rights to the state in conformance with federal requirements.

It is the provider's responsibility to bill MAA appropriately after pursuing any potentially liable third-party resource when:

- Health insurance is indicated on the Medical ID card; or
- There is a possible casualty claim; or
- You believe insurance is available.

If you would like assistance in identifying an insurance carrier, call the Third-Party Resource Program at 1-800-562-6136, or refer to the TPL Carrier Code List on MAA's web site at <http://maa.dshs.wa.gov>.

## What records must be kept? (Refer to WAC 388-502-0020)

### Enrolled providers must:

- Keep legible, accurate, and complete charts and records to justify the services provided to each client, including, but not limited to:
  - ✓ Patient's name and date of birth;
  - ✓ Dates of service(s);
  - ✓ Name and title of person performing the service, if other than the billing practitioner;
  - ✓ Chief complaint or reason for each visit;
  - ✓ Pertinent medical history;
  - ✓ Pertinent findings on examination;
  - ✓ Medications, equipment, and/or supplies prescribed or provided;
  - ✓ Description of treatment (when applicable);
  - ✓ Recommendations for additional treatments, procedures, or consultations;
  - ✓ X-rays, tests, and results;
  - ✓ Plan of treatment and/or care, and outcome; and
  - ✓ Specific claims and payments received for services.
- Assure charts are authenticated by the person who gave the order, provided the care, or performed the observation, examination, assessment, treatment or other service to which the entry pertains.
- Make charts and records available to DSHS, its contractors, and the US Department of Health and Human Services, upon their request, for at least six years from the date of service or more if required by federal or state law or regulation.

**A provider may contact MAA with questions regarding its programs. However, MAA's response is based solely on the information provided to MAA's representative at the time of inquiry, and in no way exempts a provider from following the laws and rules that govern MAA's programs.  
(Refer to WAC 388-502-0020[2])**

# How to Complete the UB-92 Claim Form

Only form locators that pertain to billing MAA are addressed below.

**When submitting more than one page of the UB-92, be sure to fully complete the first page. Only the *detail lines* are picked up from the second page. Please clearly indicate Page 1 of 2, Page 2 of 2, etc., in the *Remarks* section (form locator 84).**

If a client is not eligible for the entire hospital stay, bill only dates of service for which the client is eligible.



**Note:** Shaded fields are required fields **only** for UB-92 Medicare/Medicaid Crossover Claims."

## **FORM LOCATOR NAME AND INSTRUCTIONS FOR COMPLETION:**

- |  |   |
|--|---|
| <p><b>1. <u>Provider Name, Address &amp; Telephone Number</u></b> - Enter the provider name, address, and telephone number as filed with the MAA Division of Program Support (DPS).</p>  | <p><u>Type of Facility</u> (first digit)<br/>1 = Hospital</p> <p><u>Bill Classification</u> (second digit)<br/>1 = Inpatient</p>  |
| <p><b>3. <u>Patient Control No.</u></b> - This is a 20-digit alphanumeric entry <b>that you may use as your internal reference number</b>. You create this number. Once you have submitted this account number to MAA, it will appear on the Remittance and Status Report under the column titled <i>Patient Account Number</i>.</p> | <p><u>Frequency</u> (third digit)<br/>1 = Admit through discharge claim<br/>2 = Interim - First Claim<br/>3 = Interim - Continuing Claim<br/>4 = Interim - Last Claim<br/>5 = Late Charge(s) Only Claim</p> |
| <p><b>4. <u>Type of Bill</u></b> - Indicate type of bill using 3 digits as follows:</p>  | <p><b>6. <u>Statement Covers Period</u></b> - Enter the beginning and ending dates of service for the period covered by this bill.</p>  |
|  | <p><b>12. <u>Patient Name</u></b> - Enter the client's last name, first name, and middle initial as shown on the client's Medical Identification card.</p>  |

## Chemical-Using Pregnant (CUP) Women Program

- 13. Patient's Address** - Enter the client's address.
- 14. Patient's Birthdate** - Enter the client's birthdate.
- 15. Patient's Sex** - Enter the client's sex.
- 17. Admission Date** - Enter the date of admission (MMDDYY).
- 18. Admission Hour** - The hour during which the patient was admitted for inpatient care. Use the appropriate two-digit code listed in the next column.

<u>Code</u>	<u>Time: A.M.</u>	<u>Code</u>	<u>Time: P.M.</u>
00	12:00 - 12:59 (Midnight)	12	12:00 - 12:59 (Noon)
01	01:00 - 01:59	13	01:00 - 01:59
02	02:00 - 02:59	14	02:00 - 02:59
03	03:00 - 03:59	15	03:00 - 03:59
04	04:00 - 04:59	16	04:00 - 04:59
05	05:00 - 05:59	17	05:00 - 05:59
06	06:00 - 06:59	18	06:00 - 06:59
07	07:00 - 07:59	19	07:00 - 07:59
08	08:00 - 08:59	20	08:00 - 08:59
09	09:00 - 09:59	21	09:00 - 09:59
10	10:00 - 10:59	22	10:00 - 10:59
11	11:00 - 11:59	23	11:00 - 11:59

- 19. Type of Admission** - Enter type of admission.

- 1 = Emergent
- 2 = Urgent
- 3 = Elective
- 4 = Newborn

- 20. Source of Admission** - Enter source of admission.

- 1 = Physician Referral
- 2 = Clinic Referral
- 3 = HMO Referral
- 4 = Transfer from a hospital
- 5 = Transfer from a nursing facility
- 6 = Transfer from another health care facility
- 7 = Emergency Room
- 8 = Court/Law Enforcement
- 9 = Information Not Available

- 21. Discharge Hour** - The hour during which the patient was discharged from care.

- 22. Patient Status** - Enter one of the following codes to represent the disposition of the patient at discharge:

- 01 = Discharge to home or self care (routine discharge)
- 02 = Transferred to another short-term general hospital
- 03 = Discharged/transferred to nursing facility (SNF)
- 04 = Discharged/transferred to nursing facility (ICF)
- 05 = Transferred to an exempt unit or hospital
- 06 = Discharged/transferred to home under the care of an organized home health service organization
- 07 = Left against medical advice
- 20 = Expired
- 30 = Still patient

**39-41. Value Codes and Amounts -**  
Enter one of the following, as appropriate:

45 = Accident Hour (use the chart listed next to form locator 18 for admission hours)

80 = Newborn's birth weight in gram

**39A: Deductible:** Enter the code *A1*, and the deductible as reported on your EOMB.

**39D: ENC Rate:** Enter Med's ENC rate as reported on the EOMB.

**40A: Coinsurance:** Enter the code *A2*, and the coinsurance as reported on your EOMB.

**40D: Encounter Units:** Enter the encounter units Medicare paid, as reported on EOMB.

**41A: Medicare Payment:** Enter the payment by Medicare as reported on your EOMB.

**41D: Medicare's Process Date:**  
Enter the date that Medicare processed the claim, as reported on your EOMB in numerals only (*MMDDYY*).

**42. Revenue Code** - Enter **129**. Enter *001* for total charges on line 23 of this form locator on the final page.

**43. Revenue or Procedure Description -**  
Enter a narrative description of the related revenue included on this bill. Abbreviations may be used. Enter the description *total charges* on line 23 of this form locator on the final page.

**44. HCPCS/Rates** - Enter the accommodation rate for inpatient bills.

**46. Units of Service** - Enter the quantity of services listed by revenue or procedure code(s).

**47. Total Charges** - Enter charges pertaining to the related revenue code(s) or procedure code(s). Enter the total of this column as the last detail on line 23 of this form locator on the last page.

**48. Noncovered** - Any noncovered charges pertaining to detail revenue or procedure codes should be entered here. (These services will be *categorically denied*.) Enter the total of this column as the last detail on line 23 of this form locator on the last page.

**50. Payer Identification: A/B/C** -  
Enter if all health insurance benefits are available.

50A: Enter *Medicaid*.

50B: Enter the name of additional insurance (e.g., Medicare, Aetna, etc.), if applicable.

50C: Enter the name of additional insurance, if applicable.

## Chemical-Using Pregnant (CUP) Women Program

- 51. Provider Number** - Enter the hospital provider number issued to you by DPS. This is the seven-digit provider number beginning with a 3 that appears on your Remittance and Status Report.

Medicare Crossover  
claims only

**51A:** Enter the seven-digit Medicaid provider number that appears on your Remittance and Status Report.

**51B:** Enter your Medicare provider number.

- 54. Prior Payments: A/B/C** - Enter the amount due or received from all insurances. **Do not include Spenddown or EMER here. See form locator 57.**

54A: Enter any prior payments from payor listed in form locator 50A.

54B: Enter any prior payments from payor listed in form locator 50B.

54C: Enter any prior payments from payor listed in form locator 50C.

- 55. Estimated Amount Due: A/B/C** -

55A: Enter the estimated amount due from MAA minus any amounts listed in form locators 48, 54, and 57.

55B: Not required to be filled in.

55C: Not required to be filled in.

- 57. Due from Patient (Patient Liability)** Enter the total patient liability amount which includes Spenddown and/or EMER.

Refer to the bottom of the client's *Approval for MI EMER/Spenddown Met* Letter issued by the local DSHS Community Service Office for the Spenddown/EMER amount.

- 58. Insured's Name: A/B/C** - If other insurance benefits are available and coverage is under another name, enter the insured's name.

- 60. Cert-SSN-HIC-ID NO.** - Enter the Medicaid Patient (client) Identification Code (PIC) -an alphanumeric code assigned to each Medical Assistance client - exactly as shown on the Medical Identification card. This information is obtained from the client's current monthly Medical Identification card and consists of the client's:

- a. First and middle initials (or a dash [-] *must* be used if the middle initial is not available).
- b. Six-digit birthdate, consisting of *numerals only* (MMDDYY).
- c. First five letters of the last name. If there are fewer than five letters in the last name, leave spaces for the remainder before adding the tie breaker.
- d. An alpha or numeric character (tie breaker).

- 61. Insurance Group Name** - If other insurance benefits are available, enter the name of the group or the plan through which insurance is provided to the insured.

- 62. Insurance Group Number** - If other insurance benefits are available, enter any identification number that identifies the group through which the individual is covered.

## Chemical-Using Pregnant (CUP) Women Program

- |   |  |
|---|--|
| <p>63. <b><u>Treatment Authorization</u></b> - Enter the assigned authorization number (be sure to enter all nine digits).</p> <p>65. <b><u>Employer Name</u></b> - If other insurance benefits are available, enter the name of the employer that <i>might provide</i> or <i>does provide</i> health care coverage insurance for the individual.</p> <p>67. <b><u>Principal Diagnosis Code</u></b> - Enter either 648.33 or 648.34.</p> <p>68-75. <b><u>Other Diagnosis Codes</u></b> - Enter one of the following ICD-9-CM diagnosis codes: 303 through 304.9.</p> <p>76. <b><u>Admitting Diagnosis</u></b> - Enter either 648.33 or 648.34.</p> <p>80. <b><u>Principal Procedure Code</u></b> - The code that identifies the principal procedure performed during the period covered by this bill.</p> <p>81 A-E <b><u>Other Procedure Codes</u></b> - The codes identifying all significant procedure(s) other than the principal procedure.</p> <p>82. <b><u>Attending Physician I.D.</u></b> - Enter the seven-digit provider identification number of the attending physician. Do not complete this box with a clinic billing number. For attending physicians not enrolled in the Medical Assistance program, enter the name of the attending physician in this form locator.</p> | <p>83. <b><u>Other Physician I.D.</u></b> - Enter the referring provider number, or if unknown, enter the name of the provider who referred the client to services. If the client is under PCCM, you must use the referring PCCM provider number.</p> <p>84. <b><u>Remarks</u></b> - Enter any information applicable to this stay that is not already indicated on the claim form such as extended stay approval.</p> |
|---|--|

Hospital Chemical Dependency 1111 Main St. Anytown, WA 98000		2		3 PATIENT CONTROL NO.				4 TYPE OF BILL	
		6 FPD TAX NO.		9 STATEMENT COVERS PERIOD FROM		7 DOWD		8 N.C.D.	
2 PATIENT NAME		12 PATIENT ADDRESS		UB123456					
Mary Jane Smith		1111 Market St. Anytown, WA 98000		8/01/04 8/20/04					
14 BIRTH DATE		15 SEX		16 AGE		17 DATE		18 ADMISSION	
MM/DD/YYYY		F				8/01/04		09 2 2	
21 D.H.R.		22 STAT		23 MEDICAL RECORD NO.		24			
25		26		27		28		29	
30		31		32		33		34	
35		36		37		38		39	
40		41		42		43		44	
45		46		47		48		49	
50		51		52		53		54	
55		56		57		58		59	
60		61		62		63		64	
65		66		67		68		69	
70		71		72		73		74	
75		76		77		78		79	
80		81		82		83		84	
85		86		87		88		89	
90		91		92		93		94	
95		96		97		98		99	

  

42 REV. CD.	43 DESCRIPTION	44 HCPCS / RATES	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
129	Daily Room, CUP	800.00		19	15200.00		
250	Pharmacy			10	300.00		
300	Laboratory			5	200.00		
<div style="font-size: 48px; font-weight: bold; margin: 0;">SAMPLE</div>							
001	Total Charges				15700.00		

  

50 PAYER		51 PROVIDER NO.		52 REL. INFO		53 PRIOR PAYMENTS		54 EST. AMOUNT DUE		55	
Medicaid		3XXXXXX						15700.00			
57		58 INSURED'S NAME		59 REL.		60 CERT. - CSR - IIC - ID NO.		61 GROUP NAME		62 INSURANCE GROUP NO.	
		Mary Jane Smith				MJ 999999 Smith A					
63 TREATMENT AUTHORIZATION CODES		64 EMPLOYER NAME		65 EMPLOYER LOCATION							
67 PRIN. DIAG. CD.		68 CODE		69 CODE		70 OTHER DIAG. CODES		71 ICD-9		72 ACW DIAG. CD.	
648.43		303.9								648.33	
73 P.C. 180		74 PRINCIPAL PROCEDURE		75 OTHER PROCEDURE		76 OTHER PROCEDURE		77 OTHER PHYS. ID		78	
								9999999 Dr. John Johnson			
79 REMARKS								80 OTHER PHYS. ID			
								81 PROVIDER REPRESENTATIVE		82 DATE	
								X			

Hospital Chemical Dependency 1111 Main St. Anytown, WA 98500		2	3 PATIENT CONTROL NO. UB123456		4 TYPE OF BILL 111
5 FPD TAX NO.	6 STATEMENT DUE DATE PERIOD 8/01/04 8/20/04	7 DOWD	8 IN-D.O.	9 CHD	10 L.N.D.
12 PATIENT NAME Mary Jane Smith		13 PATIENT ADDRESS 1111 Market St. Anytown, WA 98000			

14 BIRTH DATE MM/DD/YYYY 8/01/04	15 SEX F	16 MR	17 DATE 8/01/04	18 A.D.	19 TYPE 2	20 A.D.	21 H.R.	22 STAT	23 MEDICAL RECORD NO.	24	25	26	27	28	29	30	31
32 OCCURRENCE DATE	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49

50 CODE	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99
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42 REV. CD.	43 DESCRIPTION	44 HCPCS/RATES	45 SERV. DATE	46 SERV. UNITS	47 TOTAL CHARGES	48 NON-COVERED CHARGES	49
129	CUP, Dailey Room	800.00		19	15200.00		
250	Pharmacy			10	300.00		
300	Laboratory			5	200.00		
					15700.00		

**SAMPLE CROSSOVER**

50 PAYER Medicaid Medicare	51 PROVIDER NO. 3XXXXXX 5XXXXXX	52 REL. 53 AGG. 54 PRIOR PAYMENTS 7500.00	55 EST. AMOUNT DUE 812.00	56
57 <b>DUE FROM PATIENT</b>				

58 INSURED'S NAME Mary Jane Smith Mary Jane Smith	59 PREL. 60 CERT. - SSN - HIC - O.A.O. 999-99-9999 MJ 999999 Smith A	61 GROUP NAME	62 INSURANCE GROUP NO.
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63 TREATMENT AUTHORIZATION CODES	64	65 EMPLOYER NAME	66 EMPLOYER LOCATION
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67 PRIN. DIAG. CD. 648.43	68 ICD-9-CM 303.9	69 OTHER DIAG. CODES 70 CODE 71 CODE 72 CODE 73 CODE 74 CODE 75 CODE 76 CODE 77 CODE 78 CODE 79 CODE 80 CODE 81 CODE 82 CODE 83 CODE 84 CODE 85 CODE 86 CODE 87 CODE 88 CODE 89 CODE 90 CODE 91 CODE 92 CODE 93 CODE 94 CODE 95 CODE 96 CODE 97 CODE 98 CODE 99 CODE	76 ADM. DIAG. CD. 648.33	77 E CODE	78
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79 P.D. 80	81 PRINCIPAL PROCEDURE DATE	82 OTHER PROCEDURE DATE	83 OTHER PROCEDURE DATE	84 OTHER PROCEDURE DATE	85 OTHER PROCEDURE DATE	86 OTHER PROCEDURE DATE	87 OTHER PROCEDURE DATE	88 OTHER PROCEDURE DATE	89 OTHER PROCEDURE DATE	90 OTHER PROCEDURE DATE	91 OTHER PROCEDURE DATE	92 OTHER PROCEDURE DATE	93 OTHER PROCEDURE DATE	94 OTHER PROCEDURE DATE	95 OTHER PROCEDURE DATE	96 OTHER PROCEDURE DATE	97 OTHER PROCEDURE DATE	98 OTHER PROCEDURE DATE	99 OTHER PROCEDURE DATE
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84 REMARKS	85 PROVIDER REPRESENTATIVE X	86 DATE
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